

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

**SCAHILL**

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For: **IMPROVEMENTS IN OR RELATING TO INFORMATION  
PROVISION FOR CALL CENTRES**

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**January 21, 2005**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**PRELIMINARY AMENDMENT**

Prior to calculation of the filing fee and in order to place the above identified application in better condition for examination, please amend as follows: